

Form PTO-1449 (Rev. 2-32)	U.S. Department of Commerce Patent & Trademark Office	Atty. Docket No. TRAV0001	Serial No. 09/843,841
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		RECEIVED Mark J. STENDER PR 26 2002	
		Filing Date April 30, 2001	Technology Center 2100 2166

### U.S. PATENT DOCUMENTS

Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date (if appropriate)
VNL		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
VNL		6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
VNL	000	5,974,430	10/26/99	Mutschler, et al.	707	505	9/30/97
VNL	3600	5,793,964	8/11/98	Rogers, et al.	395	200.32	6/7/95
VNL	2002	5,754,830	5/19/98	Butts, et al.	395	500	4/1/96
VNL	0	5,701,451	12/23/97	Rogers, et al.	395	600	6/7/95
VNL	JUN 0 GROUP	5,191,522	3/2/93	Bosco, et al.	364	401	1/18/90
VNL	GROUP	4,831,526	5/16/89	Luchs, et al.	364	401	4/22/86

### FOREIGN PATENT DOCUMENTS

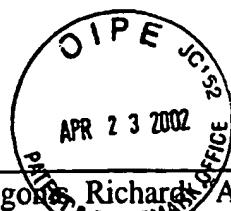
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### OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

VNL	"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
VNL	"Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998
VNL	"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998
VNL	"MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999

EXAMINER	VNLK 1007202	DATE CONSIDERED	8/14/05 —
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.



201	Grigores, Richard App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 5, September, 1999
201	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," <i>Proceedings of the 32<sup>nd</sup> Hawaii International Conference on System Sciences</i> , March, 1999
EXAMINER <i>Vivek Moppikar</i>	DATE CONSIDERED <i>8/4/2005</i>

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